

TENANT HANDBOOK

State of Missouri

Leased Facilities



January 1, 2004

INDEX

	Page
Section 1	
Introduction	1
Section 2	
List of Contacts	2
Section 3	
Facility Security & Emergency Contacts	3
Section 4	
Emergency Guidelines	5
Section 5	
Lessor, Tenant & Lessee Responsibilities	7
Section 6	
Trouble Shooting	9
Section 7	
Renovations	10
Section 8	
Emergency Fire Safety, Security	10
Section 9	
Climate Control	10
Section 10	
Tenant Rules and Regulations	11
Appendices:	
A. Lease Document & RFP Specifications	
B. Janitorial Contract, Specifications, & Log	
C. Missouri Emergency Coordinator's Manual	
D. Facility Log and Inspection Reports	

SECTION 1

Introduction

The Division of Facilities Management/Leasing Section provides oversight for leased facilities statewide. In accordance with the Code of State Regulations, (1 CSR 35-2.030) the Commissioner of Administration is “the exclusive representative of the State of Missouri in all real estate leasing transactions”. However, the Office of Administration also has the authority to delegate part of this leasing responsibility as needed. Currently the State of Missouri leases in excess of 4 million square feet of office and warehouse space. Therefore, a strong need exists to facilitate day-to-day management of leased space.

This handbook was prepared to assist state agencies in the day-to-day operation of leased facilities. It provides you with a guide to your rights and responsibilities as a tenant and a summary of your lessor’s responsibilities. The handbook should be used in conjunction with your Lease and is organized by topic. Each leased facility has unique issues related to its operation and maintenance that require independent judgment and interpretation. However, tenant problems typically can be readily resolved when appropriate steps and procedures are agreed upon in advance and followed according to plan.

Please keep this manual handy and refer to it often. It will facilitate a comfortable working environment within your leased facility and promote a harmonious working relationship between the tenant agency and the lessor.

SECTION 2

LIST OF CONTACTS

LESSOR:

--	--	--

LESSOR CONTACTS:

Air conditioning/Heating:
Plumbing:
Snow Removal:
Other Maintenance Items:

JANITORIAL:

	Telephone:
	Fax Number:

MULTI-TENANT FACILITY COORDINATOR:

DEPARTMENT/TENANT AGENCY LIAISONS:

OA/DIVISION OF FACILITIES MANAGEMENT LIAISONS:

Leasing Coordinator	Telephone: (573)
	E-Mail:
	Fax: (573) 526-4138
Construction Inspector	Telephone: (573)
	E-Mail: @mail.oa.state.mo.us

If either contact listed above cannot be reached, call 1-800-MO-LEASE

SECTION 3

FACILITY SECURITY CHECKLIST & EMERGENCY CONTACTS

Lease Number: _____

Location

Address

:

City: _____

County: _____

Tenant Information

Department(s)

:

Multi-
tenant:

Yes () No ()

Division(s): _____

Building Contact: _____

Telephone: _____

Backup Building Contact: _____

Telephone: _____

Security Manager: _____

Telephone: _____

Backup Security Manager: _____

Telephone: _____

Liaison: _____

Telephone: _____

Backup Liaison: _____

Telephone: _____

Landlord Information

Landlord's Name: _____

Address: _____

Contact: _____

Telephone: _____

Emergency Contacts

Emergency Services Telephone: _____

Police _____

Fire _____

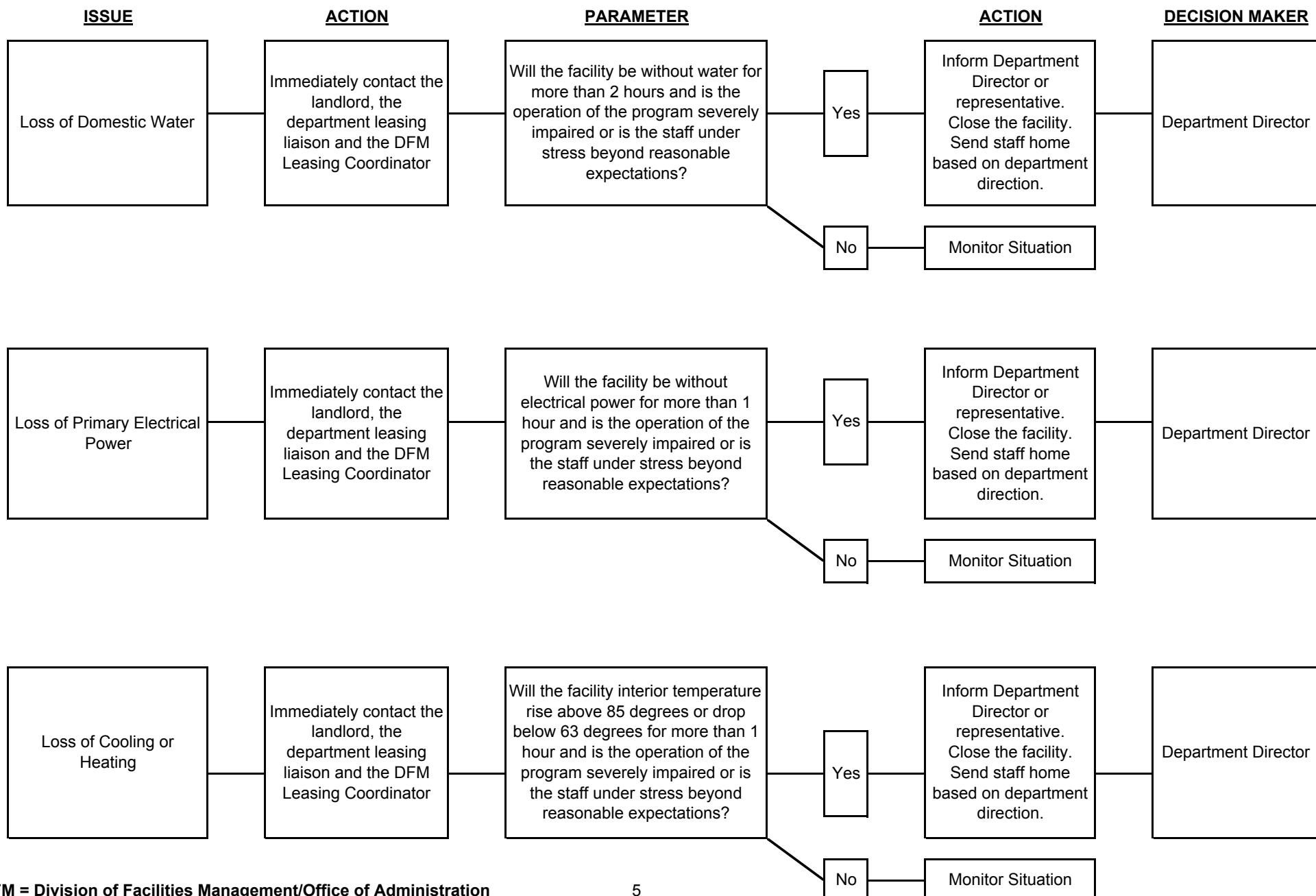
Sheriff _____

Ambulance _____

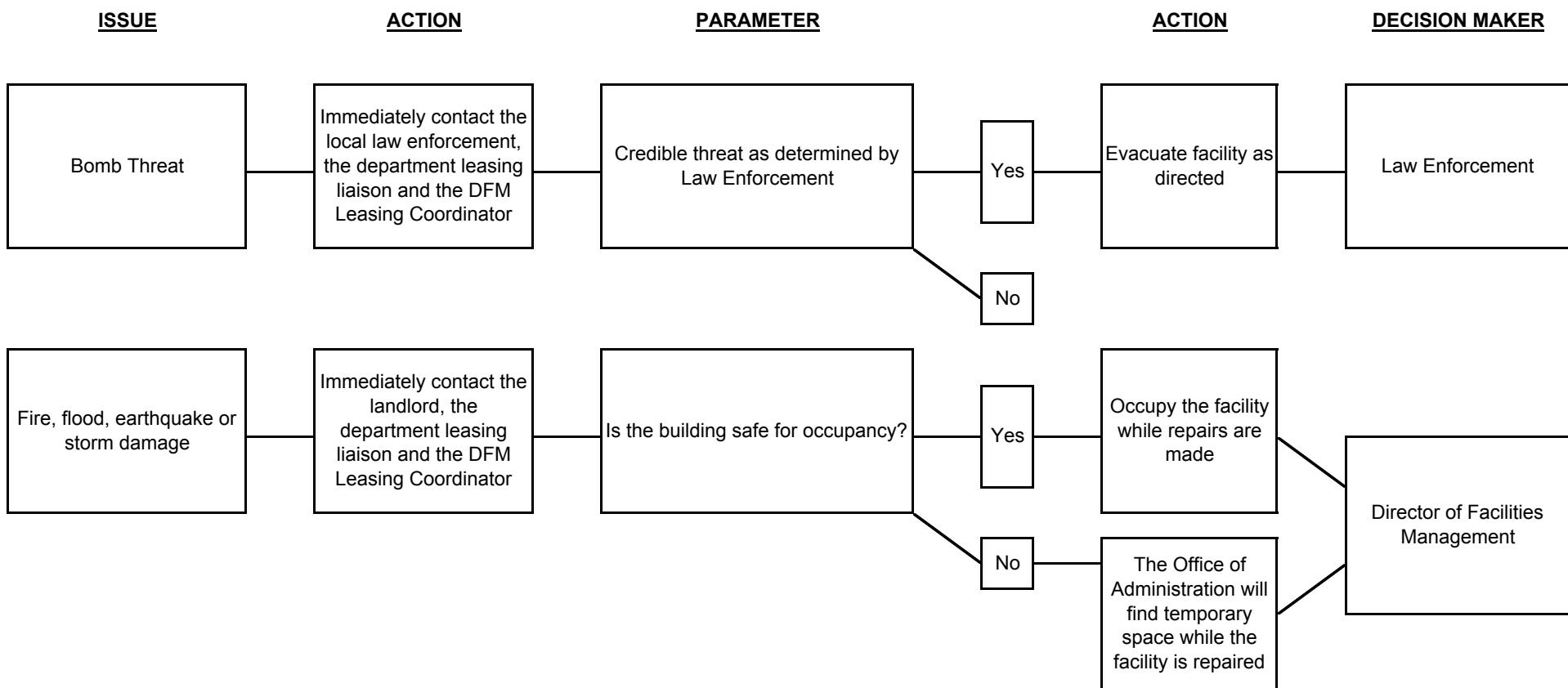
Building Information

Square Footage:	<hr/>		Number of FTE:	<hr/>	
Number of Visitors Daily:	<hr/>		Hours of Operation:	<hr/>	
Number of Parking Spaces:	<hr/>	Parking Entrance Blockable:	Yes ()	No ()	
Multi-level:	Yes ()	No ()	Elevator(s):	Yes ()	No ()
Number of Visitor Entrance(s):	<hr/>	Number of Employee Entrance(s):	<hr/>		
Type of Lock on Employee Entrance(s):	Key Card ()	Keyless Lock ()	Key ()	Panic Hardware ()	None ()
Restricted Entry to Employee Area:	Yes ()	No ()			
Type of Interior Locks:	Key Card ()	Keyless Lock ()	Key ()	None ()	
Loading Dock:	Yes ()	No ()	Dock Restricted Entrance:	Yes ()	No ()
Guard Service:	Yes ()	No ()	Armed Guard:	Yes ()	No ()
Guard Service Name:	<hr/>			Telephone:	<hr/>
Additional Security Measures:	Sonitrol ()	Alarm System ()	Security Cameras ()		
Evacuation Plan:	Yes ()	No ()	Emergency Procedures:	Yes ()	No ()

CRITICAL BUILDING SYSTEM FAILURES DECISION MATRIX



LIFE SAFETY DECISION MATRIX



DFM = Division of Facilities Management/Office of Administration

SECTION 5

Lessor, Tenant and Lessee Responsibilities

Lessor Responsibilities

Standard conditions and services, which the landlord must provide for the tenant, are carefully defined in each lease. The tenant agency receives a copy of the executed lease, however, leases may vary in their provisions. The Facilities Leasing Section recommends that each lease be reviewed to see that the items listed below are covered. The lease should require that the landlord provide the following services:

1. Provide and maintain in a constant state of repair: the roof, windows, doors, floor coverings, stairways, hallways, entrances and exits and all facilities and equipment within the lease premises; and insure all locks are functioning as required.
2. Make the exterior or interior repairs (structural or otherwise) to the premises that are necessary to maintain the premises in such condition that the tenant may use them for the purposes for which they were rented, or are necessary to assure the safety, security and preservation of the building.
3. Maintain the building and premises in conformance with all the requirements and specifications of any public body or authority having jurisdiction over the building and premises.
4. Maintain the premises in compliance with *State of Missouri Standard Specifications*, as well as all governmental building codes and regulations.

Note: In the special situation that the state has agreed to other arrangements for the provision of any of the above-mentioned services, the situation should be noted and detailed in the lease.

Tenant's Obligations

Tenants also have certain obligations in leased space. As tenants you should:

1. Treat leased property with the same respect as you would your own.
2. Keep windows, transoms and doors that admit natural light uncovered and free from obstructions.
3. Keep hallways and stairwells clear, and fire doors closed at all times. Storage of papers, boxes or files, etc., in hallways, mechanical/furnace rooms, and stairwells is a fire hazard.
4. Store, dispense and consume food and beverages in common areas set aside for the purpose. Coffee makers and warming devices should not be used in individual work areas.

5. Keep clear all areas to be cleaned. The janitorial staff normally is instructed not to touch any papers, files or records that are lying on desks, file cabinets or bookcases.
6. Contact your agency representative for assistance if you need additional electrical outlets. Extension cords are a fire or tripping hazard and are not authorized.
7. Lock all personal items away at the end of the day. All of the personal items brought to the building (furniture, plants, pictures, clocks, etc.) are the employee's responsibility.
8. Refrain from removing paper towels, toilet tissue and other janitorial supplies from restrooms or supply closets.
9. Report items of concern to your agency contact person.

Lessee Responsibilities

Upon execution of the lease, the Division of Facilities Management (Lessee) is tasked with responsibilities to include, but not be limited to:

1. Conduct annual inspections to ensure compliance with the terms and conditions of the lease, life safety and ADA guidelines.
2. Assist tenant agencies to facilitate any necessary modifications to the facility. Tenant agency should initially submit their request to their department liaison. DFM will then coordinate with the Department liaison and the Lessor to receive cost estimates, approvals and coordinate any renovations.
3. Assist tenant agency to resolve any deficiencies that have not been resolved at the local level. If you have contacted the lessor, and have not received an appropriate response or solution to the problem, please contact DFM.
4. Negotiate any change in the provisions of the lease, to include lease extensions.
5. Periodically conduct surveys to evaluate the performance of the lessor and the satisfaction of the tenant agency.
6. Process payment of lease.
7. Provide janitorial oversight for all multi-tenant facilities and other locations as requested.

SECTION 6

Trouble Shooting.....

TYPICAL MINOR PROBLEMS - Contact: Landlord or his maintenance contractor.

- Dripping faucet
- No hot water
- Uncollected trash
- Malfunctioning lock

TYPICAL MAJOR PROBLEMS-Contact: Landlord or his maintenance contractor, Department Liaison and/or Facilities Leasing Section at 1-800-MO LEASE.

- No heat or air conditioning
- Collapsed roof
- Roof leak
- Burst pipe
- Failure of lock or locks

What you can do.....

Electrical.

- Know where the electrical room is located.
- Consult Lessor to determine the correct procedure for correcting tripped breakers, safety features, and or setting time clocks (if applicable).
- Contact the power company if there is a power outage, which appears to be caused by factors other than the facility.
- Contact Lessor if there is faulty wiring or faulty equipment, which causes an outage.

Janitorial Services.

- Post the janitorial specifications and verify services are being performed.
- Know the name and number of the janitorial service provider.
- If problems arise, document on a daily basis.
- Notify janitorial contact person, if problems cannot be resolved with the onsite janitorial service provider.

Plumbing.

- **Leaks.** Shut off water to prevent further damage. (Determining where the shutoff valve is located is a good idea.) Call the Lessor or Lessor's designee immediately.
- **Plugs/Clogged Lines/.** If there is a problem with the plumbing lines, contact the Lessor or Lessor's designee.
- **Fire Sprinklers.** In an emergency, contact the local fire department. If it is not an emergency, contact the Lessor or Lessor's designee.
- **Drinking Fountain.** If adjustments are required, contact the Lessor or Lessor's designee.

SECTION 7

Renovations

Due to program changes, shifts in staff or client needs, renovations in office space may become necessary. When this occurs, every effort will be made by the Facilities Leasing Section to assist you in accomplishing the needed renovations.

The Facilities Management Leasing Section will contact the lessor to obtain a cost estimate and will forward the information to your department liaison for approval. Upon written approval by the agency signature authority, a notice to proceed will be issued to the lessor. Facilities Management will assist your agency and coordinate with the lessor, all scheduling and planning as needed.

SECTION 8

Emergency/Fire Safety/Security

- Keep all emergency numbers readily accessible in case of a fire, medical crisis or other emergency. Post the emergency contact numbers in a centrally located area.
- Know the location of the nearest fire extinguisher and how to use it. There should be at least one (1) fire extinguisher on each floor. The state requires that each department designate fire safety coordinators at every location.
- Evacuation drills should be conducted in each facility twice a year. All staff should be familiar with the emergency evacuation plan for their facility. A Security Plan must be established and all staff must be familiar with and understand the plan

SECTION 9

Climate Control

Typically thermostats are programmed upon occupancy of a facility. However, adjustments are sometimes needed. Designate a staff person who is trained and can make the proper adjustments. However, if the system does not seem to be operating properly contact the lessor, or lessor designee, but before making the call, please keep the following in mind:

- An office will not have a perfect climate at all times. The best modern construction may have minor flaws affecting the ideal temperature. For example, the office may be a bit cool on after a weekend of below-freezing temperatures or slightly uncomfortable inside when it is 95 degrees outside. With high humidity to match. No heating, ventilating and cooling system can be designed to adjust perfectly to every extreme of weather. Staff members can adjust personally by choice of clothing.

SECTION 10

Tenant Rules and Regulations

By following these rules and regulations, a tenant can ensure that the building is operated in the manner and intent for which it was leased.

1. OBSTRUCTIONS TO FREE ACCESS.

The sidewalks, driveways, entrances, vestibules, corridors, elevators, stairways and fire escapes of the building must not be obstructed by the tenants or used for any purpose other than ingress and egress.

2. LIGHT SOURCES.

The skylights, windows, doors and transoms that admit natural light into passageways or into any other part of the building must not be covered or obstructed.

3. DAMAGE TO PREMISES.

In case of any destruction or damage done to walls, doors, windows, elevators, plumbing fixtures, lighting fixtures, HVAC equipment or any other part of the building which is caused by carelessness, negligence or improper conduct on the part of the tenants, its agents, employees, clients or invitees, the agency shall make the repair or replace damaged parts of the building at their expense.

4. SMALL APPLIANCES.

All microwave ovens, toasters, coffee makers or coffee urns shall be located in the employees' lunchroom or another common area designated for such use. The equipment is to be maintained in a neat and orderly fashion and is to be turned off when not in use. No coffee makers or other appliances may be used in any individual work area.

5. WALLS AND DOORS.

No tenant may mark, paint, hang or affix anything to the walls or doors without written consent of the landlord.

6. BUILDING AND HVAC ALTERATIONS.

No alterations, additions or improvement may be made, and no climate regulating, air conditioning, cooling or heating system may be installed without written consent of the landlord. The cost and expense of such items is to be paid by the tenant agency.

7. INTENDED USE OF PREMISES.

The tenant may not use the occupied premises, or any part of it, for any purpose other than its intended use without the consent of the landlord and Facilities Management Leasing Section.

8. SMOKING.

Smoking is prohibited in all buildings. This prohibition includes, but is not limited to:

- General office space, private offices, computer rooms, classrooms, conference rooms and libraries.
- Storage rooms, supply rooms, copy rooms, mailrooms and warehouses
- Common areas, including elevators, stairwells, hallways, lobbies, waiting rooms, reception areas, employee lounges, cafeterias, break rooms and restrooms.
- Garages, maintenance shops, mechanical rooms, enclosed loading docks, rooftops, fire escapes, balconies, etc.
- Hazardous areas containing or in close proximity to flammable liquids, gases or vapors.

9. OPEN FLAMES.

Candles or other open-flame sources are prohibited in all buildings.

10. ILLEGAL USE AS SLEEPING QUARTERS.

The use of rooms as sleeping apartment is prohibited, unless they were constructed for this intended purpose.

11. LOCK UP AT CLOSE OF DAY.

The tenant must see that all windows and doors are closed and securely locked and that all lights and other electrical apparatus not in use are turned off at the end of each day before leaving the buildings.

12. TAMPERING WITH HVAC SYSTEMS.

The tenant(s) may not in any way adjust or make modifications to thermostats, diffusers, dampers or any other part of the HVAC system in order to exceed the temperature recommendations established under the Standard Specifications. In the event that such adjustments or modifications create a need for rebalancing or repairs to the system, such repairs are to be made at the cost and expense of the tenant agency.

13. TELECOMMUNICATIONS EQUIPMENT.

The landlord must first approve any installation of electrical signaling, telegraphic, telephonic equipment, or other wire and/or equipment required by the tenant. The installation will be done at the cost and expense of the tenant agency.

14. USE OF OUTSIDE SILLS AND LEDGES.

Nothing shall be placed by the tenant on the outside of the building or on the windows, windowsills or projections without the written consent of the landlord.

15. NOISES AND DISTURBANCES.

Tenants may not make or permit any improper noises or disturbances of any kind, which might disturb other occupants in the building.

16. ACCESS TO ROOF.

No employee of the State may go upon the roof(s) of the building or any adjoining building without the written consent of the landlord.

17. ADDITIONAL LOCKS.

Without the consent of the lessor, additional locks may not be placed upon any doors of the premises. Upon the termination of the lease, the tenant must surrender all keys of the building to the landlord.

18. BICYCLES AND VEHICLES.

No bicycles or vehicles of any kind may be brought into or stored in any building or part of any building, unless specifically permitted.

19. ANIMALS.

No animals may be brought into or kept in any building, unless this use was specifically permitted, or unless the animals are trained to assist handicapped persons and are there to perform such services.

20. EXTENSION CORDS.

Extension cords, three-way adapters, ground adapters and other similar items are prohibited in all buildings.

If power strips and surge protectors are used, they must be plugged directly into a power outlet, NOT an extension cord. Never put more than one power strip into any one outlet.

21. HEATING UNITS.

Portable electric heating units are prohibited in all buildings.

22. ELECTRICAL EQUIPMENT STANDARDS.

Use of non-U.L. labeled electrical equipment is prohibited in all buildings.

23. MULTI-TENANT FACILITIES.

All multi-tenant facilities must establish a committee to address emergency/fire safety/security and other facility issues. Members of the committee should include representatives from each division or department. A meeting should be conducted quarterly. Minutes of meetings, a review log, and drill evaluations must be maintained by the largest tenant agency and placed in the tenant agency handbook for reference.

APPENDIX A

For on-site Tenant Handbooks a copy of the lease document and RFP specifications would be inserted here for reference.

APPENDIX B

For on-site Tenant Handbooks a copy of the Janitorial Services contract should be inserted here.

Copies of the Monthly Services Approval form, Janitorial Issues Log and a Facsimile Form to report janitorial issues can be found on the following pages.

**JANITORIAL SERVICE CONTRACTS
FOR MULTI-TENANT LEASED BUILDINGS**

In an effort to pay invoices in a more-timely manner, the receipt of the completed form (attached) indicating that janitorial services were completed as contracted for each month will authorize the payment of invoices for the designated month. Invoices will not be mailed to each agency on a monthly basis for payment approval.

If you have any problems with janitorial service providers that might result in withholding of monthly payments you should indicate any deficiencies in service on the form or contact Pete Groce by telephone at (573) 526-7954 or by email at Grocep@mail.oa.state.mo.us.

The 3-page form must be filled out on a monthly basis and submitted by the end of each month to Pete Groce, DFM Leasing Section either by clicking on the “Submit by email” button located at the bottom of the last page at [www.oa.mo.gov/fm/leasing/html/docs/janitorial Inspection Report Monthly.pdf](http://www.oa.mo.gov/fm/leasing/html/docs/janitorial%20Inspection%20Report%20Monthly.pdf) or by fax to (573) 522-9506.

For other information on Janitorial Service Contracts you may contact Pete Groce at (573)526-7954.

Correspondence should be mailed to:

Division of Facilities Management/Leasing
Attention: Pete Groce
3225 West Truman Boulevard, Suite 100,
Jefferson City, Missouri 65109.

From:	Date:
Janitorial Contractor:	For month of:

Did the vendor provide janitorial services as contracted during the last month?	Yes	No
---------------------------------------------------------------------------------	------------	-----------

During the past month has the contractor met the following requirements?

Twice Weekly Requirements:	Yes	No	If "No" Make Specific Comments
Spray buffed all hard surface floors?			

Weekly Requirements:	Yes	No	If "No" Make Specific Comments
Dusted all horizontal and vertical surfaces?			
Cleaned the front and sides of all vending machines?			
Picked up trash in parking lot and around the building?			

Monthly Requirements: Tasks must be performed within the first ten consecutive work days of each month.	Yes	No	If "No" Make Specific Comments
Cleaned and dusted all venetian/mini blinds?			
Thoroughly scrubbed all hard surface floors, removing all scuffs and black marks? Applied two (2) coats of skid proof wax?			
Cleaned all baseboards?			
Cleaned and dusted all vents?			
Vacuumed all cloth partitions? Cleaned bases and dusted tops?			

Quarterly Requirements: Tasks must be performed every quarter January, April, July and October.	Yes	No	If "No" Make Specific Comments
Cleaned both sides of all interior windows?			
Thoroughly washed and disinfected all wastebaskets?			
Cleaned all other interior glass surfaces?			

Semi-Annual Requirements: Tasks must be performed every six months in April and October.	Yes	No	If "No" Make Specific Comments
Stripped and refinished all VCT floors with 2 coats of skid-proof wax?			
Cleaned all carpets using wet extraction method? Provided 72 hours notice?			
Cleaned both sides of all exterior windows, including frames and mullions?			
Vacuumed all upholstered furniture?			

Monthly Restroom Requirements: Tasks must be performed within the first ten consecutive work days of each month.	Yes	No	If "No" Make Specific Comments
Cleaned and disinfected all walls?			
Machine scrubbed all restroom floors?			

Please rate the following daily requirements from 5 to 1. Click in the center of the box to place a checkmark under the rating you select.

5 – Excellent, 4 – Good, 3 – Average, 2 – Poor, 1 – Very Poor

Daily Requirements	5	4	3	2	1
Vacuumed all carpets, including entrance mats?					
Cleaned break room?					
Swept all hard surface floors?					
Damp mopped all hard surface floors?					
Removed cobwebs as needed?					
Cleaned both sides of entry glass, door frames, side panels, and transoms (inside and out)?					
Cleaned and disinfected drinking fountains?					
Emptied all wastebaskets and trash containers?					
Washed wastebaskets and replaced liners as needed?					
Spot cleaned carpets as spots appear?					
Removed all trash and swept front and rear entrances?					

Restroom Daily Requirements	5	4	3	2	1
Cleaned all surfaces for all restrooms?					
Cleaned toilet bowls, seats, urinals, hand basins, countertops, and walls around these fixtures?					
Cleaned all mirrors, bright work, chrome pipes and fittings?					
Cleaned all stall partitions, doors, door frames, and push plates?					
Emptied all trash containers and disposals, changing liners daily?					
Restocked dispensers to normal limits (soap, tissue, towels)?					
Wet mopped all restroom floors using a disinfectant?					

Additional Comments:

Janitorial Issues

JANITORIAL SERVICES DEFICIENCY FACSIMILE REPORT

To: _____ **From:** _____

Fax: _____ **Pages:** _____

Phone: _____ **Date:** _____

Re: _____ **CC:** _____

Urgent **Please Reply**

Instructions:

Tenant: Please complete this form and place on the Building Contact's desk. Upon receipt, the form will be faxed to the cleaning service.

The cleaning service's crew leader will ensure that the task mentioned is completed, sign, date and return this form to the Building Contact.

Date: _____

EXISTING CONCERN: _____

LOCATION: _____

DATE CORRECTED: _____ By: _____

CONCERN: _____

LOCATION: _____

DATE CORRECTED: _____ By: _____

APPENDIX C

**A COPY OF THE MISSOURI EMERGENCY COORDINATOR'S
MANUAL CAN BE FOUND ON THE FOLLOWING PAGES**

MISSOURI

EMERGENCY COORDINATOR'S MANUAL





Table of Contents

ADA: Special Assistance Required
2

Bomb and Letter Threats
3

Earthquake
5

Fire
7

Flood
9

Hazardous Materials: Guidelines
11

Hazardous Materials: Reporting an Incident
13

Medical Emergencies
14

Riot
15

Severe Weather
18

Workplace Violence
21

Glossary
24

Critical Incident Report
25

Emergency Telephone Numbers
26

Recommended Training / Web Sites
27

ADA: SPECIAL ASSISTANCE REQUIRED

Employee's Name: _____

Work Location: _____

Work Phone: _____

Assistance Needed: _____

Staging Area: _____

Assigned Helper: _____

Employee's Name: _____

Work Location: _____

Work Phone: _____

Assistance Needed: _____

Staging Area: _____

Assigned Helper: _____

Employee's Name: _____

Work Location: _____

Work Phone: _____

Assistance Needed: _____

Staging Area: _____

Assigned Helper: _____

Employee's Name: _____

Work Location: _____

Work Phone: _____

Assistance Needed: _____

Staging Area: _____

Assigned Helper: _____

Employee's Name: _____

Work Location: _____

Work Phone: _____

Assistance Needed: _____

Staging Area: _____

Assigned Helper: _____

Employee's Name: _____

Work Location: _____

Work Phone: _____

Assistance Needed: _____

Staging Area: _____

Assigned Helper: _____

BOMB AND LETTER THREATS

I. SITUATION

- Receiving a threat of bomb by telephone.
- Receiving a threat of bomb by letter.

II. ACTION:

A. Notification:

- Emergency Coordinator (EC) notifies the appropriate authorities and initiates the appropriate protective actions.
- EC notifies agency manager or designated points of contact.
- EC notifies OA Facility Management (Leasing/Operations).
- If a threat is received by mail, the EC should report it to the agency manager and local law enforcement immediately. This is direct evidence and latent fingerprints may be lifted from the paper. Do not allow other persons to handle it.
- If a received package may be a bomb do not handle it. The EC should contact your agency manager and local law enforcement immediately.
- If any package or item is discovered that does not belong in that environment, the EC should contact the agency manager immediately.

B. Employee's response to a telephone bomb threat (checklist attached):

- Remain calm.
- Keep the person on the phone as long as possible.
- Use the bomb threat checklist. Obtain and note as much information as possible from the caller.
- Always remember to listen to all the caller says and attempt to note anything that might be different about their voice (male/female, accent, etc.).
- Write word for word what the caller says, listen for background noise (street sounds, voices, public address systems, etc.). Does the voice sound familiar? Make a note about whom it sounded like.
- If you have Caller I.D., write down the caller's phone number.
- Remember, the caller is the best source of information you have.

C. Employee's response to a letter bomb threat:

- If you receive a package that you feel may be a bomb do not handle it and immediately contact the EC or the appropriate authority for your agency.
- Clues to look for in letter bombs:
 - Look for foreign return addresses
 - Any strange odor being emitted from the package

- _____ Bulky rigid envelope
- _____ Any protruding wires or any package that might be making any noise

D. Employee's response to a letter threat:

- _____ If you receive a letter threat, be sure to handle the envelope as little as possible. Do not allow others to handle the package as direct evidence and latent fingerprints may be lifted from the paper.
- _____ Secure the package in a larger paper envelope, if possible (do not use plastic).

E. Four alternatives to evaluate (ignore the threat, evacuate immediately, search and evacuate if warranted):

Ignore the threat:	Very few bomb threats are real. However, ignoring a bomb threat can result in morale problems with employees. If the person making the threats feels that you ignored them, they might take actual steps in making a bomb.
Evacuate Immediately:	On face value, this appears to be the desired approach (most costly). If the caller knows that this is your policy, they might continue to make the calls knowing that personnel will immediately evacuate the building and report to their designated staging area. This could be used by a bomber who wants employees to exit to an area where the bomb might be planted.
Search and Evacuate If Warranted:	This may be the best approach and satisfy the requirements to do something when a threat is received. If a device is found, the evacuation can be accomplished expeditiously while at the same time avoiding the potential danger areas of the bomb. Personnel involved in the search should not carry any type of electronic equipment (radios, pagers, cellular phones, etc.).
Search:	More than one person should conduct the search. Supervisory personnel can search and cause less disturbance, less down time. However, this approach may cause a morale problem.
	Use occupants to conduct the search of the areas. They know what belongs in that area and they will affect a better search. The occupants should be trained in what to look for and the dangers involved.
	Use trained teams to conduct the search. This is the best choice for safety, morale and thoroughness; however, this takes the longest and may require evacuation.

If you desire more information contact the Kansas City Division of the Bureau of Alcohol, Tobacco, and Firearms at (816) 421-3440 to locate the nearest office.

F. Evacuation:

If an evacuation has been ordered by the Emergency Coordinator (EC) or a local law enforcement agency:

- ____ Personnel should immediately evacuate the building and report to their designated staging area. (Evaluate the safety of staging area.)
- ____ The EC, in coordination with the local law enforcement agency, will advise personnel when it is safe to reenter the building.

G. Pre-action emergency planning:

All personnel should be familiar with:

- ____ Reporting procedures outlined in this guideline
- ____ All means of exiting the building
- ____ Identify a safe staging area outside of, and away from, the building. (Staging areas should not hamper emergency operations.)
- ____ Each EC should evaluate and select the staging area(s) for his or her building.
- ____ Each employee shall have a bomb threat checklist near his/her phone.

EARTHQUAKE

I. Situation

- ____ Minor Earthquake - Light shaking or swaying of the facility is felt by employees. No items move or fall from desks, shelves or walls.
- ____ Moderate Earthquake - Shaking and swaying of the facility is felt by employees. Items on desks shift position or items fall from shelves or walls.
- ____ Major Earthquake - Shaking and swaying is significant and causes employees to have difficulty standing and walking. Desk items (and possibly the desks) shift position. Bookcases may tip over and items fall off shelves.
- ____ Catastrophic Earthquake - Employees cannot remain standing, those seated fall out of chairs. Furniture is overturned. Significant cracking of the walls, floors and ceiling is observed.

II. Action

A. Minor earthquake:

EC will visually inspect facility to determine the condition of:

- ____ Piping systems (water, gas, sewer)
- ____ Electrical system
- ____ Telephone system
- ____ Structural - walls, doors, windows, ceiling

- ____ The EC will contact OA Facilities Leasing or Building Operations to report an earthquake and any resulting damages.

B. Moderate, major or catastrophic earthquake:

Facility evacuation plan will be implemented once the shaking has stopped. All employees will evacuate the building to their designated areas. A roll call will be conducted to determine if anyone remains in the building.

- ____ EC will visually inspect building for damage and hazards. If an employee is missing and the building appears safe, check inside for missing person(s). Perform life safety measures as necessary.
 - ____ Piping systems (water, gas, sewer)
 - ____ Electrical system
 - ____ Telephone system
 - ____ Structural - walls, doors, windows, ceiling
- ____ If no hazards or structurally unsafe damage is found, allow the facility to be reoccupied.
- ____ If structural damage or hazards are found:
 - ____ Determine if they are hazardous to building occupants.
 - ____ Clear the hazard and reoccupy building. Or,
 - ____ Allow building use with the exception of the hazard area. or,
 - ____ If severe or wide-spread damages are discovered, do not allow the building to be used.
 - ____ Call the fire department
 - ____ Call OA Facilities Leasing or Building Operations
 - ____ If approved by the fire department, escort personnel to their work area(s) to retrieve personal items.
 - ____ Establish security around the building to prevent unauthorized entry and looting.

NOTE: Extreme caution must be used when entering and inspecting the building. If significant wall, floor or roof damage is observed, do not enter the building.

C. Post-Earthquake Concerns:

Following a major or catastrophic earthquake, damage to roads, bridges, utilities and other structures in the vicinity of the state facility may prevent or hinder employee travel home. Consideration must be given to providing information to employees regarding safe or open routes home, and to providing temporary shelter if all routes are closed. Additional consideration must be given to the possibility that personal belongings such as keys, briefcases and purses cannot be retrieved from the damaged building preventing the use of private vehicles and the lack of funds for commercial transportation. It may be as long as 24-72 hours before relief agencies can reach the earthquake area following a major or catastrophic event.

- ____ Attempt to determine extent of damage to roads, bridges, etc. Provide information to employees.
- ____ If damage is widespread and travel is not feasible:
 - ____ Set up temporary sheltering near the building, but not inside if structural damage is found. (NOTE: After shocks may be nearly as strong as the initial earthquake.)
 - ____ Locate a source of water (cans, bottles) and stockpile, if possible.
 - ____ Locate suitable material for shelter from sun, rain, cold weather. Many items can be used from building debris.
 - ____ Locate food stuffs. Best if in cans or sealed containers.
 - ____ Determine location of operating community shelters. Move employees there if possible.

FIRE

I. Situation:

- ____ Strong smell of smoke.
- ____ Light smoke conditions.
- ____ Heavy smoke conditions.
- ____ Discovery of a fire.

II. Action:

This action checklist will be activated when notified by the EC, agency manager or an individual when the facility is at risk from fire or smoke

A. Notification:

- ____ Immediately notify your local fire department by dialing 9-1-1 (or the appropriate emergency number for your area).
- ____ Give the dispatcher/communications officer the following information:
 - ____ Office address
 - ____ Location of the fire
 - ____ Number and type of injuries
- ____ Alert other persons in the area if necessary.
- ____ If the internal fire alarms system has not activated, immediately activate the building's fire alarm system.
- ____ If the automatic fire alarm system fails to operate yell "fire" (several times). Immediately evacuate the building and report to your designated staging area. If evacuation is not possible, your safest action may be to stay inside and protect yourself from smoke until the fire department arrives.
- ____ Take a head count to determine if everyone is evacuated.

B. Emergency escape actions:

- _____ When the fire alarm system is activated or personnel are notified of a fire emergency:
 - _____ Immediately stop what you are doing
 - _____ Remain calm
 - _____ Follow established evacuation plan
 - _____ Prior to opening doors, feel door with back of hand, if warm, use an alternate escape route
 - _____ Use windows as alternate exits
 - _____ Once you have exited the building, do not go back inside
 - _____ Personnel should report to designated staging area and supervisors should ensure all personnel have exited
- _____ In multilevel buildings, the safest action may be for employees to stay inside and protect themselves from smoke until the fire department arrives. "Safe areas" should be identified beforehand where employees will gather prior to the arrival of the fire department. Exterior windows and all doors should be properly marked to alert emergency personnel that employees are gathered inside. Employees should:
 - _____ Take steps to protect themselves and stay calm
 - _____ If possible, go to a room with a window or balcony and a telephone
 - _____ Close all doors between them and the fire
 - _____ If there is a telephone in the room call the fire department to report their location in the building
 - _____ If possible, open the window, do not break it
 - _____ If smoke rushes in, close the window
 - _____ Wait at the window and signal for help with a light-colored cloth

C. Pre-action emergency planning:

All personnel should be familiar with:

- Reporting procedures for reporting a fire
- Location of each pull station (fire alarm box) within their work area
- Location of fire extinguisher(s) in their work area and how to operate them
- All means of exiting from the building
- Location of “safe areas” in the building
- Location of staging area outside of the building (staging areas should not hamper emergency operations)
- Telephone number, name and location of all staff

FLOOD

I. Situation:

- When heavy rains cause flooding to impact the building by entering the facility, or affecting access to the building or parking areas.
- When National Weather Service forecasts indicate streams or rivers will surpass flood levels which affect the facility or parking areas.
- When a pipe ruptures or a sewer system malfunction occurs which floods the facility.

II Action:

This action checklist will be activated when notified by the agency manager, EC or emergency personnel when the facility is at risk of flooding.

A. Notification: Emergency phone numbers are located on page 26.

- Notify EC of flooding situation or forecast.
- EC notifies members of emergency planning committee (if multi-agency facility).
- EC notifies agency manager or designated points-of-contact.
- EC notifies OA Facility Leasing or Building Operations

NOTE: Anyone can notify EC of situation (i.e., maintenance staff of pipe rapture, water in building). OA or local authorities may inform EC of river flood forecasts.

B. Situation Assessment:

- Immediate Threat: Water is entering the building or affecting the facility now.
 - Determine impact on equipment, facility utilization and employees' safety.
 - If sewage is affecting building, evacuate affected section(s) of the building, as necessary, for employee safety.

- _____ Shut-off electrical equipment in the affected area.
- _____ Designate staff members to move furniture and equipment out of the impacted area.
- _____ Designate staff members to prevent additional damage by covering essential equipment, blocking flow of water.
- _____ Forecasted Flooding:
 - _____ EC notifies agency manager if flood warning or forecast is received for area which includes facility.
 - _____ EC determines if facility or access to the facility will be affected. Assistance from local emergency management agency or fire department may be necessary to determine impact.
- _____ If facility will be affected, EC should:
 - _____ Determine level of water expected in the building.
 - _____ Determine method to remove furniture and equipment from impacted area. Options may be limited by time available but include commercial movers, agency employees, etc.
 - _____ Determine if an alternate work site is available or needed for temporary relocation.
 - _____ Determine if storage site is available or needed.
 - _____ Inform agency staff of forecast and plans.
 - _____ Shut-off electrical service to affected area
- _____ If access to facility will be affected, EC should:
 - _____ Determine which routes or areas will be impacted.
 - _____ Determine if parking or building entrances will be affected.
 - _____ If building entrance is affected, identify alternate entrances for employees and visitors.
 - _____ If parking will be affected, identify alternate parking locations
 - _____ If routes to the facility are affected, identify alternate or available routes.
 - _____ EC notifies agency(s) of procedural changes and duration expected.
 - _____ EC monitors flood forecasts twice daily for changes in predicted flood levels.
 - _____ Review protective measures to determine if additional actions are necessary.
 - _____ Inform employees of changes and status.

HAZARDOUS MATERIALS GUIDELINES

I. Situation:

- ____ Your facility is at risk from a hazardous materials incident.

II. Action:

This action checklist will be activated when notified by the agency manager, EC or emergency personnel when the facility is at risk from a hazardous materials incident.

A. Notification:

- ____ Facility that does not use or store hazardous materials products as part of the daily operation:
 - ____ Be able to locate or able to direct fire department personnel to building utilities shutdown locations (e.g.: heating and air conditioning (HVAC), electric, gas, etc.).
 - ____ Be able to assist in preparing the building for in-place sheltering. Close all doors to the outside, close and lock all windows (windows seal better when locked).
 - ____ Seal gaps under doorways and windows with wet towels and those around doorways and windows with duct tape or similar thick tape.
 - ____ EC should set all ventilation systems to 100 percent recirculation so that no outside air is drawn into the structure. Where this is not possible, ventilation system should be turned off.
 - ____ Seal any gaps around window-type air conditioners, restrooms, and other spaces.
 - ____ Close as many internal doors as possible in the building.
 - ____ If an outdoor explosion is possible, close drapes, curtains, and shades over windows. Stay away from windows to prevent potential injury from flying glass.
 - ____ If you suspect that the gas or vapor has entered the structure you are in, hold a wet cloth over your nose and mouth and go somewhere safe.
 - ____ Tune in to the Emergency Alerting System channel on the radio or television for information concerning the hazardous material incident and in-place sheltering.
- ____ Facility that does use or store hazardous materials products as part of their daily operation:
 - ____ Immediately notify the fire department by dialing 9-1-1 (or the appropriate emergency number for your area).
 - ____ EC should direct the fire department personnel to building utilities shutdown locations (HVAC, electric, gas, etc.).

- _____ EC should provide the fire department or emergency medical services personnel with, or the location of, Material Safety Data Sheet(s) (MSDS).
- _____ EC should ensure that personnel are familiar with facility safety plan and the actions to take should a hazardous materials incident occur.
- _____ EC should alert other persons in the area if necessary.
- _____ EC should check that personnel are wearing appropriate safety equipment as directed in the facility or section safety plan.
- _____ EC should ensure that personnel know the location of all emergency safety equipment (eye wash, showers, breathing apparatus, etc.) and how to use them.

III. Pre-Action Emergency Planning:

EC should ensure that all personnel are familiar with:

- _____ Location of each shutoff for utilities (HVAC, electric, gas, etc.).
- _____ All means of egress from the building.
- _____ Location of designated staging area.
- _____ In-place sheltering requirements.
- _____ Location of Material Safety Data Sheets (MSDS).
- _____ Location of emergency stations and fire extinguisher(s).

**REPORTING INSTRUCTIONS FOR
HAZARDOUS MATERIALS SPILL OR INCIDENT**

1. Date of Release: _____ Time of Release: _____
2. Duration of Release: Hours: _____ Minutes: _____
3. Amount of Release: Lbs. • Gals _____
4. Extremely Hazardous Chemical: Yes • No
5. Chemical Name: _____
6. Location: _____ City / County _____
Facility Name: _____
Facility Address: _____
7. Health Risks: _____ Acute / Chronic _____
_____ Acute / Chronic _____
_____ Acute / Chronic _____
_____ Acute / Chronic _____
8. Release Medium: Air • Water • Soil • Sewer • Drain
9. Precautions (Public Safety):
In-Place Sheltering _____
Evacuation _____
10. Incident Description: Fire • Spill • Drum • Storage Tank
11. General Information: 4 Digit ID #: _____
Placard / Label: _____
Shipper/Carrier Name: _____
NFPA 704 Symbol: Health (Blue) # _____
Flammability (Red) # _____
Reactivity (Yellow) # _____
Special Hazard Symbol (White): _____
12. *Agencies Notified: _____
(Ensure the safety of all staff and visitors before notifying agencies.)
Local Fire Department Yes • No Time: _____
Dept. of Natural Resources Yes • No Time: _____
(573) 634-2436
National Response Center Yes • No Time: _____
1-800-424-8802 (Extremely Hazardous Substances)

NOTE: Each facility should review facility safety plan, emergency response plan and the local emergency response plan for reporting a hazardous materials incident.

MEDICAL EMERGENCIES

I. Situation:

Any employee or guest in a state-owned or leased building becomes seriously ill or injured.

II. Action:

This action checklist will be activated by the EC, agency manager or agency personnel.

- ____ When an employee or guest becomes seriously ill or injured, an ambulance should be called immediately using the emergency number. At the victim's request, an employee or family member may take the employee or guest to an appropriate place for care if the illness or injury is minor.
- ____ Employees trained in First Aid and CPR should be allowed to assist the victim.
- ____ If the victim is conscious, ascertain any allergies, heart or other conditions and current medications. Any medical information will assist medical personnel if the victim loses consciousness.
- ____ An employee should meet the ambulance at the building entrance to direct the ambulance personnel to the victim.
- ____ Employees and guests who are not assisting the victim should be asked to stay clear of the immediate area.
- ____ The family of the victim should be notified at the request of the victim.

A. Medical Emergencies:

All employees and guests who become seriously ill or injured should receive emergency care as soon as possible.

EC in each facility should plan for emergency medical care:

- ____ Identify employees who have had current training in First Aid and Cardiopulmonary Resuscitation (CPR) and who would be willing to assist in providing initial care.
- ____ Plan for a First Aid Kit with appropriate supplies, accessible to all staff. It should be accessible to all staff and checked frequently so that supplies are replaced and items do not become out-dated.
- ____ Arrangements should be made to provide First Aid and CPR training for employees in all facilities. If First Aid is not immediately provided to victims with severe bleeding or those needing CPR within minutes, it may be too late even if the ambulance arrives within a short period of time.
- ____ An ambulance should be called immediately if the injury or illness appears serious. If in doubt, call the ambulance service. An employee or family member may be asked to take the employee or guest to an appropriate place for care if the illness or injury is minor.

— If several people become ill or injured as a result of an incident at a facility, the local ambulance service should be called immediately. The first ambulance at the scene may establish an incident command post to provide triage and emergency care to the victims at the scene. The second ambulance may begin transportation of the injured to appropriate medical facilities for further care. Other vehicles may be used for transportation of the victims at the discretion of local authorities.

— It is imperative to cooperate with local authorities if a major incident occurs resulting in multiple injuries or deaths. Local jurisdictions have plans for handling major incidents.

RIOT

I. Situation:

- When an assembly of seven or more persons are present at this facility who have agreed to violate any of the criminal laws of this state or the United States with force or violence (unlawful assembly).
- When an unlawful assembly of seven or more persons are present at this facility who have agreed to violate any of the criminal laws of this state or the United States with force or violence; and do violate any of said laws with force or violence while still so assembled (rioting).
- When this facility is contiguous with an area or areas where seven or more persons have agreed to and are violating state or federal laws with force or violence (rioting); and it reasonably appears that the situation is fluid enough to involve this facility.

II. Action:

This action checklist will be activated when notified by agency manager, Emergency Coordinator or agency personnel when the facility is at risk from riot.

A. Immediate assessment:

- Does the situation meet the criteria for riot and or unlawful assembly (see Situation, above)?
- Is the threat potential, probable, imminent, or in progress?
- Size of the assembly?
- Level of force or violence?
- Is the assembly part of an organization with a known agenda and track record? Consider the implications of what is known or not known.
- Time of day, day of the week, facility population, and special conditions at the site.
- Physical location of the crowd, relative to evacuation route.

B. Preventative measures in which to reduce the effects of situation:

- _____ Secure building
- _____ Criticality of the work performed at the facility?
- _____ Assess the impact of and plan for temporarily losing or curtailing some public services.
- _____ Essential services to be maintained at all cost? Where? How?
- _____ Perform a vulnerability analysis of the facility. What exacerbating conditions exist?
- _____ Review effectiveness of building access control, methods, policy, and procedure.
- _____ Automated life-safety systems (fire, security, etc.) procedures for testing and maintenance.
- _____ Consider security and safety of vital records and off site redundant record storage for vital records.

C. Notification:

- _____ Notify the police or other responsible law enforcement authority when it reasonably appears the criteria for unlawful assembly is or probably will be met, a riot appears imminent, or a riot is in progress.
- _____ Notify at least the next level of authority in the organization's chain of command, in all cases.
- _____ Notify OA Facilities Leasing or Building Operations in all cases.
- _____ Notify the facility general population in the case of probable events as well as imminent and in-progress events.

D. Preparation:

- _____ Activate information gathering capability when conditions indicate rioting appears to be potential or probable.

- ____ Monitor information resources such as television, radio, and police radio transmissions.
- ____ Continue to re-evaluate risk to personnel and plant.
- ____ Backup all electronic records and perform a controlled shutdown of all non-essential electronic systems when rioting at the facility appears probable or imminent.
- ____ Evacuate the facility of all but essential personnel when there is a probability for dangerous levels of force and/or violence. All personnel should be evacuated with extreme caution when rioting is imminent.

E. Response:

- ____ Continue to provide at least vital public services with essential employees, off site.
- ____ Dismiss non-essential employees on a callback basis.
- ____ Exit in groups.

F. Recovery:

- ____ Evaluate the impact of and eliminate or minimize conditions caused by reduced public services.
- ____ Recall non-essential employees as needed.
- ____ Evaluate the psychological effect the event may have had on employee's sense of well being and morale. Make referrals to employee assistance programs as necessary.
- ____ If damage has occurred, coordinate repairs and temporary housing with persons/agency responsible for facility structure, leasing, and maintenance.
- ____ Begin process of securing emergency funding, if necessary.
- ____ Return to full operation.

SEVERE WEATHER

I. Situation:

- Tornado Watch or Warning is issued for the geographic area by the National Weather Service.
- Severe Thunderstorm Watch or Warning is issued for the geographic area by the National Weather Service.
- Winter Storm Watch or Warning is issued for the geographic area by the National Weather Service.

II. Action:

This action checklist will be activated by the Emergency Coordinator or agency manager under the above conditions.

A. Tornado

Watch

- EC informs senior agency personnel that a watch has been issued.
- EC inspects designated tornado shelter:
 - Electrical system
 - Unlock access doors, if necessary
 - Clear area or shelter of debris, stored material.
- EC informs employees of tornado watch and location of building shelter.
- EC continues to monitor local Emergency Alert System (EAS) for any further announcements.

Warning

- EC informs all employees that a warning has been issued.
- EC activates shelter and moves all employees to shelter.
- Remain in the shelter until warning has been canceled.
- Tornado hits building or adjacent area.
 - EC, with assistance from others, visually inspects building for damage.
 - Piping systems (water, sewer, gas, etc.)
 - Electrical system
 - Structure walls, roofs, windows, doors
 - Adjacent structures - buildings, parking lots, etc.
 - If building or installed utilities are damaged:
 - Evacuate building, if necessary.
 - Call Fire Department

- ____ Call OA Facilities Leasing or Building Operations
- ____ If approved by fire department, escort personnel to work area to retrieve personal items.
- ____ Establish security around building to prevent unauthorized entry and looting.
- ____ Inspect and correct any minor damages to building such as water, minor broken windows, etc.
- ____ Report damage status to OA Facilities Leasing or Building Ops.

NOTE: High winds from a tornado passing nearby can damage adjacent structures. Care must be used when exiting a shelter due to wind damage, water, downed electrical lines and debris.

B. Thunderstorms:

Severe thunderstorms can cause minor damage to buildings due to high winds and hail. Precautions to be taken include steps to minimize rain water entering building and damage to items easily affected by high winds such as outside tables, chairs, trash receptacles, etc.

- ____ Watch
 - ____ EC notifies senior agency managers of thunderstorm watch.
 - ____ EC inspects building.
 - ____ Close opened windows and doors.
 - ____ Move or secure outside items such as tables, chairs, trash receptacles.
- ____ Warning
 - ____ EC notifies senior agency managers of thunderstorm warning.
 - ____ EC inspects building.
 - ____ Close opened windows and doors.
 - ____ Close doors to prevent them from blowing open.
 - ____ Move or secure outside items such as tables, chairs and trash receptacles
 - ____ EC notifies senior agency managers when warning is canceled or expires.



C. Winter Storms:

Winter storms can deliver large amounts of snow or ice in a short period of time affecting access to the facility and the safety of employees traveling to or from work. Relatively high winds can accompany the storms.

_____ Watch

- _____ EC notify senior agency managers of winter storm watch.
- _____ EC inventories supply of snow shovels and de-icing chemicals to clear snow or ice near doors and walks.
- _____ EC monitors EAS for storm updates.

_____ Warning

- _____ EC notifies senior agency managers of winter storm warning.
- _____ EC monitors EAS for storm updates.
- _____ EC determines if reducing staffing levels to key staff members only is warranted.
- _____ EC inventories supply of snow shovels and de-icing chemicals to clear snow or ice near doors and walks.
- _____ EC monitor EAS for storm updates.

NOTE: If Winter Storm Warning of heavy snow or ice is issued prior to the beginning of the work day, EC will contact the senior agency manager to determine if modified staffing levels are warranted.

WORKPLACE VIOLENCE

Definition: Workplace Violence - Words or actions harming someone or creating an adverse or hostile work environment.

I. Situation:

- When indications are that there is a disturbance or sound of gunshots, etc., in or around the facility.
- When the Emergency Coordinator has been notified of an impending violent situation that could cause harm to anyone inside the facility.

II. Actions:

This action checklist will be activated when notified by the EC, agency manager or personnel when the facility is at risk from workplace violence.

A. Preventative measure in which to reduce effects of situation:

- Precautionary plan should be developed - how to prepare and prevent a situation from escalating into violence.
- Be aware of the client population that is being served.

B. Immediate Assessment:

- Confirm and ascertain the type of incident
 - Barricaded suspect/hostage
 - Gun fight
 - Sniper, ambush, drive-by shooting
 - Attack on a facility "Shooting Rampage"
 - Other (robbery, assault, etc.)
- Obtain essential information.

C. Summon help:

- Call 9-1-1. Have someone stay on the line with 9-1-1 operator.
- Have someone else notify department emergency notification point.
- Implement department crisis management plans.
- Gather key staff available for emergency duties.
- Direct non-essential staff to a safe area.

D. Sound warning to employees:

- Emergency warning and condition signals (entire site)
- Immediate sheltering action for those exposed to danger

E. Lock down building, secure areas, monitor situation:

- Exterior doors locked
- Interior doors locked where possible
- Staff assigned to secure areas, monitor conditions
- Recognize and be ready for contingencies

F. Wait for police:

- Keep responding units updated on situation via 9-1-1
- Assemble witnesses, victims
- Suggest possible areas for staging, command post, emergency medical, etc.
- Gather key information for law enforcement
- Maintain event and status log

G. Stabilize elements of situation when safe to do so:

- Care for injured (safety for those assisting)
- Contractors, visitors instructions
- Protect crime scene, evidence

H. Work with police to resolve situation:

- Stay at command post, support incident commander
- Provide information
 - Incident specific
 - Site background and resources
 - Personal background on all persons involved
 - Special staff resources, abilities, training
- Direct staff
- Coordinate department response
 - On-site
 - Off-site, staging areas, hospitals, etc.
 - Government/department coordination

I. After "All Clear":

(Only police emergency personnel are authorized to give all clear.)

- Provide emergency medical care
- Account for all employees and visitors

- On-site head-count
- Account for others at hospital or other off-site locations
- Assist employees with notifying coworkers and family members of the situation
- Support law enforcement follow-up activities
- De-brief employees
- Arrange for site security if necessary
- Work with specialists
 - Emergency medical/hospital
 - Employee Assistance Program (EAP), Crisis Intervention Team
 - Public Information Officer
 - Facilities clean up and repair support

J. Initiate recovery and follow up activities:

- Brief staff and provide (access to) support (EAP)
- Plan for resumption of operations ("next day" plan)
- Arrange for facility clean-up and repair
- Begin long-term recovery



GLOSSARY

ADA • Americans with Disabilities Act, U.S. civil rights law that forbids discrimination against otherwise qualified individuals on the basis of a physical or mental handicap. The act is also designed to end most physical barriers to disabled persons in employment and in the use of accommodations, transportation, and telecommunications.

Building Operations • The section of Division of Facilities Management responsible for state-owned facilities.

CPR • Cardiopulmonary Resuscitation is an emergency procedure used to treat victims of cardiac and respiratory arrest. Special training is recommended for CPR, which combines external heart massage (to keep the blood flowing through the body) with artificial respiration (to keep air flowing in and out of the lungs).

DFM • Division of Facilities Management is a division within Office of Administration that is responsible for Leased and State-owned facilities.

EAS • Emergency Alert System is a nation-wide system of informing the public during emergency situations involving severe weather, disasters or major disruptions of city services.

EC • Emergency Coordinator is the person designated by the tenant agency to represent them in managing the planned response to any emergency that occurs within the facility.

EMS • Emergency Medical Services are trained medical response personnel that respond to calls for assistance from the public.

Exacerbating conditions • Any situation found in a facility that could increase the severity, violence, or bitterness of a situation.

Facilities Leasing • The section of Division of Facilities Management responsible for leased facilities.

HAVC • Heating, ventilation and air conditioning in a facility.

MSDS • Material Safety Data Sheets.

OA • Office of Administration

Thunderstorm Warning • An alert issued by the National Weather Service when a severe thunderstorm has been spotted on radar or by eye-witness reports. When a severe Thunderstorm Warning is issued, shelter should be taken immediately until the danger has passed.

Thunderstorm Watch • An alert issued by the National Weather Service that states that weather conditions are right that could cause severe thunderstorms to develop.

Tornado Warning • An Alert issued by the National Weather Service when a tornado has been spotted on radar or by eye-witness reports. When a Tornado Warning is issued, shelter should be taken immediately until the danger has passed.

Tornado Watch • An Alert issued by the National Weather Service which states that weather conditions are right which could cause tornadoes to develop.

Critical Incident Report

Report Filed By: _____

Address: _____

Telephone Number: _____

Date of Incident: _____

Time of Incident: _____

Location of Incident: _____

Description of Incident: _____

Injuries: _____

Property Damage: _____

Emergency Organization Responding: _____

Observations: _____

Send completed report to:
Division of Facilities Management
Leasing – Safety Coordinator
3225 West Truman Boulevard, Suite 100
Jefferson City, Missouri 65109
Fax: (573) 526-4138

Send completed report to:
Division of Facilities Management
Building Operations – Safety Coordinator
301 W. High Street, Room 590
Jefferson City, Missouri 65102
Fax: (573) 526-3492

Emergency Telephone Numbers

Contact Name

Telephone Number

Emergency Coordinator

Alternate Emergency Coordinator

Agency Committee Member

Agency Committee Member

Ambulance Services

Building Owner/Management Company

Building Maintenance Supervisor

Electric Company – Business

Electric Company – Emergency

Emergency Management Agency (Local)

Gas Company – Business

Gas Company – Emergency

Fire Department – Business

Fire Department – Emergency

National Weather Service

Police Department – Business

Police Department – Emergency

Sewer District

Telephone Company – Emergency

Water Company – Emergency

State of Missouri Numbers

Office of Administrations: Facilities Leasing(573) 751-1003

Building Operations(573) 751-7835

Recommended Training for Emergency Coordinators

First Aid

Cardiopulmonary Resuscitation (CPR)

Community Emergency Response Training (CERT)

Related Worldwide Web Sites:

www.sema.state.mo.us/semapage.htm

www.sema.state.mo.us/torn.htm

www.redcross.org/

www.fema.gov/

www.atf.treas.gov/

www.oa.state.mo.us/fm/leasing/html_docs/index.shtml

Suggestions for future publications?

Contact:

OA/Division of Facilities Management

Leasing – Safety Coordinator – 1-800-225-9138

Building Operations – Safety Coordinator – (573) 751-2624

Developed for the State of Missouri by the
Critical Incident Management Project Team,
with members from

Office of Administration, Division of Facilities Management

Office of Administration, Office of Excellence,

State Fire Marshal's Office,

Capitol Police,

State Emergency Management Agency,

Department of Social Services,

Department of Health and

Department of Public Safety.

With special appreciation for his outstanding dedication to this project.

Kenneth E. Cole

January 20, 1943 – May 22, 1998

APPENDIX D

**FOR ON-SITE TENANT HANDBOOKS COPIES OF THE
FACILITY LOG AND INSPECTION REPORTS SHOULD BE
INSERTED HERE.**